

## Instruments 4 and 5: Three-Month Case Manager Survey / Six-Month Case Manager Survey

**Respondents: Case Managers**

**Collection Strategy: Paper Form**

*Thank you for completing this survey as part of our evaluation of this training on the FET Toolkit. Please note that the Bureau intends to keep your responses private to the extent permitted by law, and when survey results are reported none of your answers will be connected to your organization.*

### Follow-Up Case Manager Survey

Your organization/agency: \_\_\_\_\_

**1) Since being trained in the use of the Financial Empowerment Training Toolkit...**

	# of Clients
With how many clients have you discussed financial information?	
With how many clients have you used tools and resources from the Financial Empowerment Training Toolkit?	
How many clients have you referred to other financial resources (such as credit counselors, free tax preparation, financial coaching, etc)?	

#### Paperwork Reduction Act

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The OMB control number for this collection is 3170-XXXX. It expires on MM/DD/YYYY. The time required to complete this information collection is estimated to average approximately 10 minutes per response, including the time for reviewing any instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection of information is voluntary. Comments regarding this collection of information, including the estimated response time, suggestions for improving the usefulness of the information, or suggestions for reducing the burden to respond to this collection should be submitted to Bureau at the Consumer Financial Protection Bureau (Attention: PRA Office), 1700 G Street NW, Washington, DC 20552, or by email to CFPB\_Public\_PRA@cfpb.gov.

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**2) Do you think the Financial Empowerment Training Toolkit has affected your interactions with clients?**

- Yes, it has affected them a lot
- Yes, it has affected them some
- Yes, it has affected them a little
- No, it has not affected my interactions with clients

**2b) Please explain your answer to this question.**

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**3) Have clients had any financial issues or made any requests related to financial topics that you have not known how to address? If so, please describe below.**

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**4) How confident are you in your ability to...**

	Very Confident	Confident	Somewhat Confident	Not at All Confident
Understand core financial management topics, such as budgeting, saving, and setting financial goals?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discuss core financial management topics with your clients?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assess your clients' financial condition or situation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get help if you or your clients have questions about financial issues?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refer clients to community resources such as credit-debt counseling and tax filing assistance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Know where to go for unbiased information or help in working with clients?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	<b>Very Confident</b>	<b>Confident</b>	<b>Somewhat Confident</b>	<b>Not at All Confident</b>
Help clients manage their financial challenges?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide the right financial content at the right time in the context of your case work with clients?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access and use tools and materials from the Consumer Financial Protection Bureau (CFPB) through its consumer website?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Pending OMB Approval / Do Not Use

5) The Financial Empowerment Training Toolkit includes a variety of tools and information on a number of different topics. In your work, how useful have you found each of the following tools and resources?

	With how many clients have you used this tool?	How useful did you and your clients find this tool?			
		Very Useful	Useful	Somewhat Useful	Not at All Useful
<b>Module 2: Assessing the Situation</b>					
Tool 1—Financial Empowerment Self-Assessment	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 2—Opportunities for Providing Financial Empowerment	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 3—Client Goals and Financial Situation Assessment	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Module 3: Assessing the Situation</b>					
Information on When and How to Bring Up Money Topics with Clients	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Module 4: Setting Goals</b>					
Information on How to Set and Reach Financial Goals	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Module 5: Saving for the Unexpected, Emergencies, and Goals</b>					
Tool 1—Savings Plan	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 2—Benefits and Asset Limits	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 3—Finding a Safe Place for Savings	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	With how many clients have you used this tool?	How useful did you and your clients find this tool?			
		Very Useful	Useful	Somewhat Useful	Not at All Useful
<b>Module 6: Managing Cash Flow</b>					
Tool 1—Income and Spending Tracker	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 2—Cash Flow Budget	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 3—Strategies for Increasing Cash and Sources of Financial Resources	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 4—Strategies for Cutting Expenses and Other Uses of Financial Resources	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 5—When Cash Is Short	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Module 7: Dealing with Debt</b>					
Tool 1—Debt Management Worksheet	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 2—Debt-to-Income Worksheet	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 3—Debt Reduction Worksheet	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Module 8: Understanding Credit Reports and Scores</b>					
Tool 1—Getting Your Credit Reports	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 2—Getting Your Credit Scores	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 3—Credit Report Review Checklist	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	With how many clients have you used this tool?	How useful did you and your clients find this tool?			
		Very Useful	Useful	Somewhat Useful	Not at All Useful
Tool 4—Improving Credit Reports and Scores	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Module 9: Evaluating Financial Service Providers, Products, and Services</b>					
Tool 1—Selecting Financial Service Providers	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 2—Evaluating Financial Service Providers	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 3—Basic Definition of Financial Services	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 4—Opening an Account Checklist	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Module 10: Protecting Consumer Rights</b>					
Tool 1—Red Flags	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 2—Protecting Your Identity	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tool 3—Learning More about Consumer Protection	_____ clients <input type="checkbox"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>